



ADMINISTRATIVE AIDE II

Job Code: 2111

EEO Class Code: Office / Clerical

Union Status: CWA

FLSA Code: Non-Exempt

Salary Grade: h24b

NATURE OF WORK

Varied responsible, supervisory, clerical or technical work of a specialist nature often involving complex work methods and techniques

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- Performs a variety of responsible duties relative to the municipal services of the department to which assigned
- Resolves and adjusts complaints and complex problems at the division or departmental level
- Interprets departmental operations, policies, and procedures and disseminate relative information
- Performs duties of clerk of the Municipal Courts
- Answers a variety of correspondences
- Establishes and maintains a variety of complex records and reports
- Operates a variety of office machines
- Computes and compiles data
- Takes some responsibility for the functioning of the department or division to which assigned
- Performs a variety of administrative, technical and/or supervisory duties
- Types forms, correspondence, etc., incidental to work assignments
- Acts as supervisor in the supervisor's absence
- Does related work as required

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of one or more municipal functions, including licensing, personnel, purchasing, store keeping, record keeping, report writing, court records and procedures, and other similar municipal functions
- Knowledge of business arithmetic and English
- Knowledge of City organization, ordinances, laws, rules and regulations
- Proficient in operating a variety of office machines
- Some proficiency in typing, thorough knowledge of modern office equipment, practices, and procedures
- Ability to supervise other employees
- Ability to carry out complex oral and written instructions
- Ability to establish and maintain effective working relationships with other employee and the general public

MINIMUM REQUIREMENTS

- Employed by the City for the past one (1) year (part-time will be prorated)
- One (1) year experience in responsible general office or clerical position
- Some positions may require 40 correct w.p.m. (based on departmental needs with 30 correct w.p.m. as the minimum requirement)
- Some positions may require working knowledge of P.C. based/software applications
- Some positions may require shift work including nights, weekends, and holidays

PHYSICAL REQUIREMENTS

- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact
- Physical capability to effectively use and operate various items of office related equipment such as, but not limited to, word processor, calculator, copier, and fax machine
- No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, sitting, pushing, and pulling

SUPERVISION RECEIVED

- General and specific assignments are received and are usually performed under little direct supervision allowing latitude for use of independent judgment
- Work is reviewed for conformance to prescribed departmental policies and procedure

SUPERVISION EXERCISED

- Usually none but in some positions may direct work of stenographic and clerical employees